

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

RILEY BOYLE

v.

LEGACY HEALTH PLAN NO. 504, LEGACY HEALTH, and
PACIFICSOURCE HEALTH PLANS

File Name: disc_rec_PS_003006_2019.02.19_Phone
Call_Boyle.wav

1 MATT: Hi. This is Matt in appeals and
2 grievances.

3 JOSIE BOYLE: Hello. My name is Josie.
4 I just have a couple of questions about our
5 appeal.

6 MATT: Okay.

7 JOSIE BOYLE: Um...do you need
8 information, like an appeal number or anything or
9 do you have it up?

10 MATT: No, I have it up in front of me.

11 JOSIE BOYLE: Oh, great. So, this is
12 the second appeal and then (indiscernible) I was
13 reading through the appeals information, but I'm
14 not sure what the next step would be. Do -- can
15 we appeal this appeal or are we done appealing?

16 MATT: Let me take a look really
17 quickly a little more in depth just so I can --

18 JOSIE BOYLE: Okay.

19 MATT: -- get what information I need.

20 JOSIE BOYLE: Sounds good.

21 MATT: Okay. Perfect. Okay. So you
22 guys are at the last step now.

23 JOSIE BOYLE: Okay.

24 MATT: So the last step is that we send
25 it out to the State of Oregon and they --

1 JOSIE BOYLE: Oh.

2 MATT: -- choose an independent
3 reviewer.

4 JOSIE BOYLE: Oh, okay. Great. And
5 how do we get that process started?

6 MATT: So, we would need you guys to,
7 just like before, send in a letter to us asking
8 for it to be sent out for independent review.

9 JOSIE BOYLE: Okay.

10 MATT: And um...I can actually send you
11 over a form that we need you -- actually, we need
12 Riley to sign.

13 JOSIE BOYLE: Does she have to sign it
14 with every single step that we take? Because
15 she's signed it twice now.

16 MATT: Right. And on this one, she
17 would need to, though. This is um...it's Oregon
18 State law.

19 JOSIE BOYLE: (indiscernible).

20 MATT: So, she has to sign one
21 releasing the information to the State.

22 JOSIE BOYLE: Gotcha. That's no
23 problem. Yeah, if you can send that to my email,
24 that would be great.

25 MATT: Sure. What is your email

1 address?

2 JOSIE BOYLE: jboyle0724@gmail.com.

3 MATT: Perfect. So I have --

4 JOSIE BOYLE: And how do -- oh, sorry.

5 MATT: Go ahead.

6 JOSIE BOYLE: Go ahead.

7 MATT: I was saying --

8 JOSIE BOYLE: No, go ahead.

9 MATT: -- I have jboyle0724@gmail.com?

10 JOSIE BOYLE: Correct.

11 MATT: Perfect.

12 JOSIE BOYLE: So, um...how -- like, in
13 this last letter it doesn't really say why they
14 um...turned it down like the last. The first
15 letter it said that she could've gone to Cedar
16 Hills.

17 MATT: Mm hmm.

18 JOSIE BOYLE: Um...and we wrote back
19 that, no, she couldn't have gone to Cedar Hills
20 because they didn't accept minors.

21 MATT: Yeah.

22 JOSIE BOYLE: Uh...and then this last -
23 - I'm not -- I can't find the top page. Oh, oh,
24 the last one they sent said -- well, it just said
25 that the physician consulted, that an out-of-

Page 4

1 network exception was requested and then that
2 there are in-network qualified residential
3 treatment centers, but it doesn't say which ones
4 because we were never able to find one and all
5 the people we were working with couldn't find
6 one. And so that's what I -- I'm just -- I would
7 like more information. Um...

8 MATT: Yeah, that's something I can --
9 that's something I could follow up with our nurse
10 on. So, if you don't mind, what I'll go ahead
11 and do is I'll follow up with her on this --

12 JOSIE BOYLE: Yeah.

13 MATT: -- and then I could send you an
14 email back with what I find out plus that form.

15 JOSIE BOYLE: Oh, okay. And then
16 uh...it says that we can request, like, the
17 um...deciding factor, like, any information used
18 to decide um...to refuse -- deny the claim, can I
19 make that request or do I need to put it in
20 writing or --?

21 MATT: No. You can go ahead and make
22 that request. I can get that sent out to you as
23 well.

24 JOSIE BOYLE: Okay. Great, great.
25 Okay, well, perfect. So I just need to write a

1 letter that we would like it sent out for
2 external review?

3 MATT: Yes.

4 JOSIE BOYLE: And have Riley sign the
5 form and send it back to you and then that gets
6 the ball rolling again.

7 MATT: Yep.

8 JOSIE BOYLE: All right. Thank you so
9 much for your help.

10 MATT: Oh, it's no problem. You have a
11 good day.

12 JOSIE BOYLE: All right. Bye-bye.

13 MATT: Bye.
14
15
16
17
18
19
20
21
22
23
24
25

C E R T I F I C A T I O N

I, Sonya Ledanski Hyde, certify that the
foregoing transcript is a true and accurate
record of the proceedings.

Sonya M. Ledanski Hyde

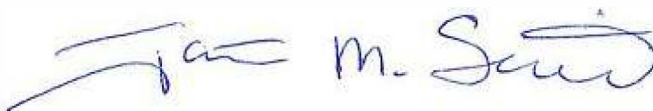
Veritext Legal Solutions
330 Old Country Road
Suite 300
Mineola, NY 11501

Date: May 11, 2021

C E R T I F I C A T E

I, Janette M. Schmitt, a Certified Shorthand Reporter for Oregon, do hereby certify that after having listened to an audio recording, that Sonya Ledanski Hyde transcribed all testimony adduced and other oral proceedings had, and that thereafter her notes were reduced to typewriting under her direction; and that the foregoing transcript, pages 1 to 7, both inclusive, constitutes a full, true and accurate record of all such testimony adduced and oral proceedings had, and of the whole thereof.

Witness my hand and CSR stamp at Vancouver, Washington, this 11th day of May, 2021.



JANETTE M. SCHMITT

Certified Shorthand Reporter

Certificate No. 90-0093

Expiration Date: 6/30/2023

Page 8

[003006 - matt]

0	audio 8:6	disc 1:15	hyde 7:3 8:6
003006 1:15	b	doesn't 4:13 5:3 don't 5:10	i
1	back 4:18 5:14 6:5 ball 6:6 boyle 1:11 2:3,7 2:11,18,20,23 3:1 3:4,9,13,19,22 4:2 4:4,6,8,10,12,18 4:22 5:12,15,24 6:4,8,12	e e 7:1 8:1,1 email 3:23,25 5:14 exception 5:1 expiration 8:23 external 6:2	inclusive 8:10 independent 3:2,8 indiscernible 2:12 3:19 information 2:8 2:13,19 3:21 5:7 5:17 it's 3:17 6:10 i'll 5:10,11 i'm 2:13 5:6
2	boyle.wav 1:16 bye 6:12,12,13	f f 7:1 8:1 factor 5:17 file 1:15 find 4:23 5:4,5,14 first 4:14 follow 5:9,11 foregoing 7:4 8:10 form 3:11 5:14 6:5 front 2:10 full 8:11	j janette 8:4,21 jboyle0724 4:2,9 josie 2:3,3,7,11,18 2:20,23 3:1,4,9,13 3:19,22 4:2,4,6,8 4:10,12,18,22 5:12 5:15,24 6:4,8,12
2019.02.19 1:15 2021 7:16 8:15 25057 8:20	c c 7:1,1 8:1,1 call 1:16 cedar 4:15,19 centers 5:3 certificate 8:22 certified 8:4,22 certify 7:3 8:5 choose 3:2 claim 5:18 constitutes 8:11 consulted 4:25 correct 4:10 couldn't 4:19 5:5 could've 4:15 country 7:12 couple 2:4 csr 8:14	g gmail.com 4:9 gmail.com. 4:2 go 4:5,6,8 5:10,21 good 2:20 6:11 gotcha 3:22 great 2:11 3:4,24 5:24,24 grievances 2:2 guys 2:22 3:6	l law 3:18 ledanski 7:3 8:6 legacy 1:13,13 legal 7:11 letter 3:7 4:13,15 6:1 listened 8:6 little 2:17 look 2:16
3	d date 7:16 8:23 day 6:11 8:15 decide 5:18 deciding 5:17 deny 5:18 depth 2:17 didn't 4:20 direction 8:9	h hand 8:14 health 1:13,13,14 hello 2:3 help 6:9 hi 2:1 hills 4:16,19 hmm 4:17	m m 8:4,21 matt 2:1,1,6,10,16 2:19,21,24 3:2,6 3:10,16,20,25 4:3 4:5,7,9,11,17,21 5:8,13,21 6:3,7,10 6:13
300 7:13 330 7:12			
5			
504 1:13			
6			
6/30/2023 8:23			
7			
7 8:10			
9			
90-0093 8:22			
a			
able 5:4 accept 4:20 accurate 7:4 8:11 address 4:1 adduced 8:7,12 ahead 4:5,6,8 5:10 5:21 appeal 2:5,8,12,15 2:15 appealing 2:15 appeals 2:1,13 asking 3:7			

[mind - yep]

mind 5:10 mineola 7:14 minors 4:20 mm 4:17	problem 3:23 6:10 proceedings 7:5 8:8,12 process 3:5 ps 1:15 put 5:19	she's 3:15 shorthand 8:4,22 sign 3:12,13,20 6:4 signature 7:9 8:20 signed 3:15 single 3:14 solutions 7:11 sonya 7:3 8:6 sorry 4:4 sounds 2:20 stamp 8:14 started 3:5 state 2:25 3:18,21 step 2:14,22,24 3:14 suite 7:13 sure 2:14 3:25	v v 1:12 vancouver 8:14 veritext 7:11
n	q	t	w
n 7:1 name 1:15 2:3 need 2:7,19 3:6,11 3:11,17 5:19,25 network 5:1,2 never 5:4 notes 8:8 number 2:8 nurse 5:9 ny 7:14	qualified 5:2 questions 2:4 quickly 2:17	take 2:16 3:14 testimony 8:7,12 thank 6:8 that's 3:22 5:6,8,9 thereof 8:13 top 4:23 transcribed 8:7 transcript 7:4 8:10 treatment 5:3 true 7:4 8:11 turned 4:14 twice 3:15 typewriting 8:9	washington 8:15 witness 8:14 working 5:5 write 5:25 writing 5:20 wrote 4:18
o	r	u	y
o 7:1 oh 2:11 3:1,4 4:4 4:23,23 5:15 6:10 okay 2:6,18,21,21 2:23 3:4,9 5:15,24 5:25 old 7:12 ones 5:3 oral 8:7,12 oregon 2:25 3:17 8:5	r 7:1 8:1 reading 2:13 really 2:16 4:13 rec 1:15 record 7:5 8:11 recording 8:6 reduced 8:9 refuse 5:18 releasing 3:21 reporter 8:5,22 request 5:16,19,22 requested 5:1 residential 5:2 review 3:8 6:2 reviewer 3:3 right 3:16 6:8,12 riley 1:11 3:12 6:4 road 7:12 rolling 6:6	uh 4:22 5:16 um 2:7 3:10,17 4:12,14,18 5:7,17 5:18	yeah 3:23 4:21 5:8 5:12 yep 6:7
p	s		
pacificsource 1:14 page 4:23 pages 8:10 people 5:5 perfect 2:21 4:3,11 5:25 phone 1:15 physician 4:25 plan 1:13 plans 1:14 plus 5:14	saying 4:7 says 5:16 schmitt 8:4,21 second 2:12 send 2:24 3:7,10 3:23 5:13 6:5 sent 3:8 4:24 5:22 6:1		